

Whenever you close a trouble report (either a Front End Close Out (discussed later) or you close a report because the customer can confirm that the problem is cleared while on the contact), you **MUST** enter the name of the person who told you that it's 'OK' to close the report in this field. This (audit trail) information is automatically entered on the close out status line of the report when the report is closed.

⇒ **Note:** TAFI recognizes that the report will be closed and *requires* you to enter a value in this 'OK /' field. The name you enter must be a unique identifiable name (e.g., Mr. Jones) and NOT a generic 'Mr.' If the name of the person telling you that it is OK to close the report is the same as the REPorted By name, you may avoid re-typing the name by entering the equal sign (=). When TAFI sees the '=' in this field, it automatically takes the name entered in the Reported By field and places it in the close out record.

#### 6.4.3.6 **REP BY** (Reported By)

The name the CLEC employee processing the report (or calling it into the BRMC) will be entered in this field.

#### 6.4.3.7 **TRBL** (Trouble Description)

As discussed earlier, TAFI will automatically enter the correct LMOS Trouble Description Codes (TDC) based upon the information you provide. The first field is the actual TDC that describes the trouble that the customer is reporting (e.g., NDT). The second field contains the Out of Service indicator (OOSY / OOSN) and TAFI just displays \*\*\*\* (since TAFI determines this value based upon its internal rules). The remaining two fields may have additional 'modifiers'. For example, if you queued a report, TAFI enters 'BKDT' in the third field signifying that the report is being 'back dated'.

⇒ **Note:** A 'back dated' report means that the report is being entered with a Date Time Received field populated with a value 'earlier' than the time that the report is actually entered. TAFI automatically enters the back date 'reason' in the narrative field (e.g., BK05 is the code indicating that the report was placed in the TAFI queue).

#### 6.4.3.8 **NOTE**

During the flow of processing a trouble report, you may have elected to queue the report (more on queuing later). On the Access and Commitment window, you may have entered a 'reminder to yourself' in the Note field. This reminder message is just displayed on the Trouble Report screen. Should you need to queue the report, and you have already

reached the Trouble Report screen, you can enter a new Note value on this screen. (i.e., You have just tried to re-contact the customer to close a report but the customer was not available. You may re-queue the report and try calling the customer later.)

⇒ **Note:** Your center will provide the local procedures on how many times you try to re-contact a customer before you take alternate actions.

#### 6.4.3.9 NARRATIVE

We have discussed the Additional Narrative field on the Access and Commitment window. Now you see the entire Narrative field that will be sent to LMOS. Notice that TAFI populates information in this field for you, based upon the nature of the trouble.

You will enter any additional information, provided by the customer, that will assist the downstream technicians in repairing the problem. Although TAFI provides two lines for Narrative data, move the cursor to the end of the data pre-populated by TAFI to enter your new information. As you type in information, TAFI will automatically jump to the second line if needed.

LMOS has a limit of 99 characters (data and spaces combined) in the narrative field so you will learn how to abbreviate words in order to convey meaning with the minimum space used. Our technicians use a Craft Access Terminal (CAT) to obtain their trouble reports. The CAT displays one line of narrative data which is 40 characters in length (i.e., displays just the first 40 characters). If the amount of narrative information exceeds 40 characters, TAFI automatically inserts a dollar sign (\$) as the first character in the narrative field. This '\$' signals the technician that more narrative data is available on the report. The technician then knows that he must perform an additional transaction to see the rest of the narrative data.

⇒ **Note:** The data displayed on the Trouble Report screen does not display all the information TAFI places on the LMOS narrative field. For example, if the narrative exceeds 40 characters, TAFI inserts a '\$' as the first character. TAFI also inserts the Access # data as the first entry in this field (just after the '\$' if it is required). We discussed the format of this Access # information earlier. If the Access # field contains a unique number (other than the Reach #), TAFI inserts "ACN=NXXXXXX" or "ACN=NPANXXXXXX" - which could be up to 14 characters in length. If your displayed narrative approaches 99 characters, the last characters will be lost (TAFI inserts the ACN data and pushes off what ever does not fit in 99 spaces).

#### 6.4.3.10 MTR

Indicates that the report is part of a Multiple Report situation and that it is either the “Parent” (P entered in this field) or a “Child” report (C entered in this field).

#### 6.4.3.11 **LINK**

Displays the LMOS link assignment (typically the 10 digit telephone number of the Parent report) that tied the Multiple Trouble Reports together.

### 6.4.4 **ACCESS AND COMMITMENT SECTION**

The next four lines on Trouble Report screen summarize the access and commitment data entered earlier in the report. Again, this screen allows you to make any appropriate last minute changes prior to sending the report to LMOS.

The two fields not discussed earlier are:

#### 6.4.4.1 **SUB-CLSALT**

If a customer has more than one line, and he has a trouble on more than one line, then we enter a MTR report, these multiple reports are ‘linked’ together in LMOS to ensure that only one technician gets dispatched to repair all the troubles at the customer’s location.

Should a customer call back to indicate that everything is OK now on their multiple trouble reports (and we will discuss subsequent reports later), we want to **close all linked trouble reports in one transaction**. You do this by entering a ‘Y’ in the “CLoSe All Linked Troubles” field on this screen. (The default value for this field is ‘blank’) When TAFI sends your subsequent report to LMOS (and if this Sub-CLSALT field has a ‘Y’), TAFI will automatically cause all of the linked reports to be closed.

#### 6.4.4.2 **NI**

This New Information flag indicates that there is new data provided by the customer when a subsequent report is processed. This flag is critical because it allows the technician to view the new information from his Craft Access Terminal (CAT). This field has a default value of NO. While processing a subsequent report, the TAFI flow determines if there is new information and automatically enters the correct value.

⇒ **Note:** In the non-TAFI environment you could update a pending report and not set the NI flag to “Y”. If this happens, the technician may not see the new information just obtained - which may be critical to an efficient repair of the customer’s trouble.

#### 6.4.5 DISPOSITION SECTION

The last two lines on the Trouble Report screen tell you what TAFI will do with this report:

##### 6.4.5.1 TEST RESULTS

As information, TAFI displays the results of the MLT test (given that a test was performed). This information was used by TAFI in determining its recommendation.

##### 6.4.5.2 HANDLE

When an *initial trouble report* is sent to LMOS, the LMOS “Auto-Screener” program looks at the report in order to make a determination as to where to send it. The auto-screener rules look at the initial report for a handle code. If one is present, the auto-screener executes the rules for that handle code (i.e., dispatch out - PD4). If the report does not contain a handle code, then the auto-screener try’s to evaluate the report and send the report to the correct entity.

TAFI determines where the report must go prior to sending the report to LMOS in the first place. Then, for every trouble report that is not closed on the initial contact, TAFI applies a handle code which tells the LMOS auto-screener where to ‘send’ the report for final processing. We utilize the LMOS auto-screener as a “traffic cop” directing traffic.

The handle code is automatically applied to the report based upon TAFI’s recommendation. *You can not overwrite this field manually!* In some situations you may have additional information, that TAFI does not have, that could impact where the report should be sent. In those rare situations you can redirect where the report is sent by utilizing the ‘Override’ function (F12). When you override TAFI’s recommendation, you will notice that the new recommendation will mirror your override selection and the appropriate handle code will be automatically entered.

##### 6.4.5.3 MISC

The Miscellaneous field is a 'read only' field that displays the internal TAFI code that corresponds to how TAFI developed its recommendation. This data is captured within TAFI for ongoing analysis and is not transmitted to LMOS as part of the trouble report. **For all practical purposes, you can ignore the information presented in this field.**

#### 6.4.5.4 RECOMMEND

This field displays the recommendation that TAFI has developed to resolve this customer's trouble condition. This recommendation is based upon all of the values you entered (your responses to TAFI's questions), downstream systems data, internal rules, etc. **In most cases, the TAFI recommendation is the correct course of action to resolve the trouble condition.**

Should you have additional information about the report, you can "Override" TAFI's recommendation and select an alternative action path. However, experience indicates that you should only use the override function on rare occasions.

### 6.5 MAKING COMMITMENTS

The commitment on a trouble report is a definite day and clock hour by which BellSouth will fix the customer's reported trouble.

Along with the responsibility of setting 'correct' commitments comes the responsibility of ensuring that you have captured all of the necessary information to help others meet the commitment to the customer. You must enter all pertinent information in the narrative, obtain reach and access numbers, provide appropriate remarks, etc. In other words, process a quality trouble report. And TAFI helps you ...

The commitment is entered in the New Comm field. TAFI displays the 'established' commitment intervals for the basic trouble conditions (OS, AS, and BC) and automatically selects the correct choice based upon the analysis of the situation.

⇒ **Note:** Review 'OS, AS and BC' (Section 6.2.7) regarding 'established' commitments

TAFI automatically enters 'OS' for an out of service commitment and 'AS' for an affecting service commitment.

The established commitments won't always be the same from one day to the next. Bad weather may cause the commitments to go to a later time as more troubles are reported. If a storm knocks down some cables, commitments may be made in days instead of hours. You should always

explain unusual conditions (when you are aware of them) to customers so they will understand that the delayed commitment is not a normal practice.

BellSouth makes every effort to provide commitments that meet the customers' needs while maintaining a balance between the volume of work and the available work force. Often the customer's needs and wishes are for faster service than the company can give. Yet offering a satisfactory (and realistic) commitment gives real rewards.

1. The customer feels that his or her needs are understood, and an attempt is being made to satisfy them.
2. The load on the repair service is evenly distributed, everyone is busy but no one is overloaded.
3. A good commitment will normally be met.

Now, let's talk about the basic trouble conditions that determine the type of commitment you will offer:

#### 6.5.1 **OUT OF SERVICE**

Out of service will be given if it has been determined that the customer is without telephone service (**can not make or receive calls**) after questioning the customer. It can be any of the following:

- NDT, BDR
- CBDDT, DTAD
- ROL, GWN, RNA, NRNA, BSY, NSY
- A broken jack (and the customer has only one jack)

#### 6.5.2 **AFFECTED SERVICE**

This is a trouble that interferes with, **but does not stop service**. The customer can make and receive calls. This includes reports of the following trouble on all phones.

- SDT

- HOOL, Crossed
- CBH, CH

### 6.5.3 BULK

**The Bulk commitment is no longer used in BellSouth.**

⇒ **Note:** TAFI only recommends OS and AS commitments.

## 6.6 COMMITMENT INTERVALS

There are two basic commitment field values pre-populated by the WMC. The times in these commitment fields will be offered under normal conditions. These fields are:

### 6.6.1 OS - OUT OF SERVICE

This commitment should be offered in cases where the customer cannot make or receive any calls from his location.

### 6.6.2 AS - AFFECTED SERVICE

This is the time interval in which a trouble condition can be repaired under normal circumstances. This commitment should be offered to all customers who report an Affected Service type trouble condition.

⇒ **Note:** You should always 'sell' your customer on accepting the established (TAFI recommended) commitment value for their particular trouble condition.

TAFI will provide automatic population of commitment times based on specific information. It will always match the commitment time to the Access Before time when the Access Before field is populated. Remember that although the populated commitment times can be overwritten, and **we strongly recommend that you let TAFI set this value, you may change the commitment time in only specific situations (see Section 6.8).**

The table below shows the rules that TAFI follows to pre-populate commitment times.

Table 3 – Commitment Rules

<b>IF:</b>	<b>THEN TAFI WILL:</b>
Commitment time does not match Access Before	Advise you that the commitment does not match Access Before and you should resolve discrepancy and re-send the trouble (i.e., try to get the customer to provide access up to the established commitment time)
Failure Flag indicates a failure	Populate commitment with failure completion date and time. (see Section 6.7.1)
Customer is a <b>PRIORITY</b> customer	Populate commitment with 4 business hour commitment
Trouble is NDT, CCO, or CBC and All Phones = Y	Populate with OS commitment
Trouble is NDT, CCO, or CBC and All Phones = N	Populate commitment with AS commitment
Trouble Report is Pending with a Missed Commitment and status other than NAS, BKO, ROP, HLD, HSO, NAO +	Populate commitment with 5 minutes from current clock time, populate ASAP MA (Missed Appointment) in the Narrative and advise you to inform customer “the trouble will be cleared as soon as possible”.
Trouble description code is MCAL	Populate commitment as AS commitment.

\* The system does not do any weekend or holiday processing when determining 4 business hour commitment times. You must validate special weekend/holiday commitments along with ensuring the proper time zone.

+ You will learn about these codes later ... See Section 14.8 for a complete listing of IST code translations.

### 6.6.3 ADDITIONAL COMMITMENT INTERVALS

There are unusual situations that require different commitment intervals to be offered to the customer.



#### 6.6.3.1 EMERGENCY COMMITMENT

Following are some special emergency cases:

Dangerous conditions that may seriously affect life or property, such as poles or cables blocking street, are emergency cases. Also, cases of serious illness, deaths, doctors on call or customers that are handicapped may be considered as emergency conditions.

⇒ **Note:** The Emergency Commitment is three clock hours from the time you receive the report and you tell your customer that *"we will have this problem resolved as soon as possible."*

#### 6.6.3.2 TAFI UNAVAILABLE

There may be times when TAFI will not be available (i.e., problems with your LAN or the communications path to TAFI).

⇒ **Note:** During these times, you have the option of calling a BellSouth center and manually reporting your customer's trouble or waiting until access to TAFI is restored.

#### 6.6.3.3 LMOS DOWN

When the LMOS system is down, there are no 'established' commitments available and you should either manually report your customer's trouble to a BellSouth center or wait until LMOS access is restored.

#### 6.6.3.4 MISSED COMMITMENT

As we discussed earlier, if we missed our original promise to the customer (and the status of the report is not one of the six IST values shown in the table on page 100) TAFI will enter the '+5' (Missed Appointment) commitment which is five minutes from the time you enter the subsequent report in LMOS.

Remember, in these situations you apologize to your customer for missing the appointment and tell them that *"the trouble will be cleared as soon as possible"*.

When TAFI automatically sets the commitment time to five minutes from 'now', the effect is to place this trouble report on the top of the stack of reports so it will be the next one dispatched.

#### 6.6.3.5 SPECIAL COMMITMENT

Priority Customer (those customers who's LMOS record is marked with the "PRI" flag) automatically receive a special commitment of four business hours.

### 6.7 PRE-POPULATED HANDLE CODES

In certain situations LMOS may pre-populate the Handle code field based upon a 'pre-existing condition'.

#### 6.7.1 KNOWN FAILURES

If the WMC is aware of a cable failure or office failure for specific telephone numbers, the LMOS TR mask will be populated with an appropriate handle code (i.e., CABFAIL, OFCXXX, etc.) For these conditions, the LMOS record will contain a commitment time to clear the known failure. Trouble reports with this handle code are automatically tracked by LMOS and grouped together on dispatch.

**IMPORTANT:** If the trouble report is flagged with a known failure Handle code but the customer is reporting a totally unrelated trouble, the failure Handle code must be removed. The TAFI flows address this event and, providing TAFI with correct responses, will cause the correct handle code be applied.

For Example: A customer calls to report a defective jack in the kitchen and there happens to be a cable failure on his line. TAFI will ask:

*"Is the customer reporting a problem related to the failure? Y/N"*

If you answer YES, TAFI will enter the failure commitment in the New Comm field and retain the failure Handle code.

If you answer NO, TAFI will ignore the LMOS failure indication and process this as a normal report. In this example, TAFI will enter the "JACK-IW" handle code to correctly route the field technician.

## 6.7.2 PENDING SERVICE ORDERS

LMOS will automatically populate the Handle field with PENDSO if there is a pending service order on the line. TAFI will recognize this condition and ask:

*“Is the trouble related to the pending SO? Y/N”*

If you answer this question as NO (the trouble is not related to the pending service order), TAFI will remove the PENDSO handle code and process this as a normal report

If you answer YES, TAFI will guide you the proper steps to resolve the customer’s problem.

## 6.8 NEGOTIATING COMMITMENTS

The commitment intervals provided by LMOS are established to provide the best estimate of repair time in a given geography at the particular time.

*There are only three situations where the TAFI provided commitment may be altered:*

1. The customer is reporting an Emergency situation that warrants special treatment (i.e., a doctor on call, death in the family, etc.). When these reports are taken, you can provide the 3 clock hour emergency commitment time. You must indicate in the narrative field why the commitment changed. Also, you tell your customer that *“we will have your trouble corrected As Soon As Possible”* (and not the time 3 hours from now).

2. If the customer limits access to the property (and there is a good probability that a premises visit is required ... i.e., defective jack), the commitment time must match the “B” window time. For example, if the offered commitment is 0600P but the customer indicates that access is limited to 5PM, then the commitment time must match this “B” value or 0500P.

**Note: Do not set a commitment time greater than the last offered commitment in that geography.** In most cases this is 0700P (some 0500P). For example, if the offered commitment is 0700P, do not set an access window (“B” time) greater than 0700P. If the customer is not available during the hours that technicians work, they must provide ‘access’ to the property. (See ‘Determining Access’, Section 6.11)

3. If the customer is ‘irate’ and insists upon a better commitment time, follow the chart in Section 6.8.1.

### 6.8.1 IRATE CUSTOMER

Most customers calling to report telephone troubles are not happy about the situation. However, with a positive attitude, understanding their needs, assuring them that trouble will be taken care of, you can often 'defuse' an upset customer.

In some rare cases you customer will still be upset and insist upon receiving special treatment. After exhausting you best 'selling skills' and the customer is still not satisfied, you may adjust the commitment time as follows:

IF THE CUSTOMER	THEN
OBJECTS TO AN "AS" COMMITMENT (normal priority)	Assure the customer that <u>the appointment will be met</u> and provide a positive indication that we will have the trouble resolved by the "AS" commitment For example: <i>"In many situations we can repair the problem quicker than anticipated and I'm sure we will have your problem corrected by ____"</i>  If appropriate, remind the customer of some unusual circumstance (i.e., storm) and indicate that <i>"... we are working as fast as possible to restore all service in your area"</i>
STILL OBJECTS	Offer an out of service commitment only if it is realistic or customer now indicates being without telephone service.
OBJECTS TO OUT OF SERVICE COMMITMENT	Assure the customer that the appointment will be kept. Say something like: <i>"I know how difficult it is to be without service and I know that we will have your problem taken care of by ____"</i>
STILL OBJECTS	<b>Residence Customer:</b> If the report is taken before noon, offer 5PM today If the report is taken after noon, offer noon the next day  <b>Business Customer:</b> If the report is taken before 3PM, offer 4 business hours If the report is taken after 3PM, offer noon the next day
STILL OBJECTS	Contact the BellSouth Center for assistance



**Note: Never provide a commitment time shorter than four hours (except for emergency situations which is three hours). Doing so will most likely result in a missed appointment and only further upset your customer.**

## 6.9 MULTIPLE TROUBLE REPORTS

TAFI can process multiple trouble reports by giving the user the ability to create a “Parent” ticket on initial reports. The user will also have to the ability to create “Child” tickets that can be linked to the “Parent”

⇒ **Note:** Subsequent reports cannot be made a Parent nor can they be linked to a Parent via this process.

The Access and Commitment screen has a one-character field called MTR to the bottom of the screen (see Figure 30 – Access and Commitment Window on page 51). This field contains edits that only allow the input of a “P” (for Parent) or a “C” (for Child). No other characters are allowed in this field. If “P” or “C” is populated in this field, TAFI will exclude the report from the auto queue process logic. *(Without this ability if the user queued the report and it auto processed, the user could no longer make it a Parent or a Child.)*

If “P” or “C” is populated on the F9 screen, TAFI will pass this information to the final screen to prevent the user from having to or forgetting to repopulate this data.

The – Initial Trouble Report Screen (see page 88) has two MTR related fields:

The first field is entitled **MTR** which can hold 1 character.

The second field is entitled **LINK** which can hold up to 18 characters.

TAFI will check to see if the MTR field is populated.

If populated TAFI will check the listed name field to see if the account is not found, unassigned or disconnected in LMOS. If the account is not found, unassigned, or disconnected in LMOS and the MTR field is populated, TAFI will give the user the message:

***“Cannot enter LINK when account is disconnected, unassigned, or not found”.***

Next TAFI will then check to see if the telephone number is already linked. If it is already linked, TAFI will display “TN already Linked”.

The user can then view the LINK data via F11 as shown below:

Figure 35 – Additional Data – View Links

The user will have the ability to retry the transaction with a different telephone number if needed.

### Rules:

TAFI performs several checks to see if the report is a sub, closed or if some type of office/cable failure exists.

TAFI will not allow linking of sub reports and will display ***“LINKs not allowed on subs”***, in a message box and put the cursor in the MTR field.

TAFI will not allow linking of closed reports and will display ***“LINKs not allowed on close troubles”*** in a message box and put the cursor in the MTR field.

TAFI will not allow linking of CABFAILs or OEFFAILs and will display ***“A known failure exists. Not eligible for MTR process”***, in a message box and put the cursor in the MTR field.

TAFI will not allow linking trouble reports with a handle code of FECO. If FECO is found TAFI will display the message: ***“Handle Code for this report does not allow a LINK”***.

If the MTR field is a “C”, TAFI will check the LINK field to see if it is populated.

If not populated, TAFI will display the message ***“LINK data must be entered when MTR is a Child”***.

If the LINK field is populated, TAFI will check to see if the value entered is at least 10 characters. If the value is not at least 10 characters, TAFI will display the message ***“LINK field must contain at least 10 characters”***.

If the LINK field is populated and is at least 10 characters, TAFI will compare it with the reported number. If the LINK number is the same as the reported telephone number, TAFI will display the message: ***“Link field cannot be the same as the reporting TN when creating a Child Link”***.

If the MTR field is a “P” TAFI will check the LINK field to see if it is populated. If the field is *not* populated the reported TN will be sent as the LINK number when the report is transmitted.

If the LINK field is populated, TAFI will check to see if it matches the reported TN. If it does not match the reported TN, TAFI will give the user the error message ***“LINK number must match reported TN when creating a Parent Link”***.

Recap:

If the TAFI user has multiple troubles for a common location they may now LINK the trouble reports via TAFI.

The TAFI user will enter the telephone numbers one at a time choosing each applicable flow. It is not necessary for the TAFI user to wait for test results on each number. The reports may be “queued” but it is imperative that the TAFI user place a “P” or a “C” in the “MTR” field on the F9 access and commitments window. This will stop auto-processing for these numbers. (The “P” and “C” is the indicator of which number will be the parent or the child)

Once MLT testing is complete the TAFI user will pull the Parent report out of queue and if it meets the requirements necessary for creating a Parent they may send the report to LMOS by hitting enter on the final TAFI screen.

If the chosen number is found to **not** be a candidate for becoming a Parent, the user may take one of the other queued reports and change the MTR field from a “C” to a “P” and thus making it the Parent.

When creating a child the TAFI user will verify that the MTR field is populated with a “C” and the LINK field must contain the Parent number they are linking to.



## 6.10 **PRIORITY INDICATOR (PRI)**

This is a pre-populated LMOS flag, maintained by the WMC, to identify a unique set of customers that are considered "Priority Customers." Customers with special needs for service, and these needs have been communicated, are identified as PRI customers. Some examples would include government officials, police and firemen, etc.

The PRI indicator is automatically displayed in the Handle code field when a new trouble report is being entered for a priority customer account in the Western states. It is only displayed on the Trouble Report screen when the line has a PRIORITY setting.

The system will also automatically select the four-hour commitment for PRI accounts. This commitment is based upon the internal TAFI clock.

**CAUTION:** The system selects the four hour commitment based upon its internal clock. The CLEC TAFI clock is "Central Time". If you take a PRI report for a customer in the "Eastern Time" zone, you must correct the pre-populated commitment time.

When you see a priority indicator, use some special, sensitive customer handling procedures.

- Be sure to express verbal interest, helpfulness and offer an apology regarding the customers problem.
- Be extremely polite and courteous throughout the entire contact.
- Enter in the Narrative field any important comments made by the customer.
- Initially offer the established commitments shown on the Trouble Report (AS, OS) as appropriate.

When dealing with Priority customers pay extra attention to details.

*If the customer shows ANY dissatisfaction about the stated commitment, offer the PRI commitment and reference 'PRI' in the narrative. The **PRI commitment is 4 business hours** from the time you take the report.*

⇒ **Note:** For Consumer customers, the standard business day is 8:00 AM to 6:00 PM.

For example, if a PRI customer reports a trouble at 1:00 PM, the PRI commitment will be 5 PM that afternoon. If the PRI customer reports the problem at 3 PM, the commitment will be 12 noon the next day. (Since we can not satisfy the interval by 6 PM (3 PM to 6 PM is only 3 hours), we begin counting 4 hours at 8 AM the next day.)

## 6.11 DETERMINING ACCESS

The majority of trouble reports are resolved without entering the customer's home. However, sometimes the customer will provide a clear indication that the problem is definitely inside the home (i.e., the customer reports a defective jack or broken inside wiring). Another indicator for you is processing a subsequent report where the pending report is in the "No Access" status. This tells you that the technician has isolated the problem to the home but could not gain access to repair it.

TAFI now determines if there is a high probability that access is required. If the MLT results generate one of the following handle codes: PD4, PHYSICAL, PD4TRAN or ROH, **TAFI will require that the Access "A" and "B" fields are populated** before the report can be sent to LMOS. You will have to find out from the customer if someone will be available to the technician during the given commitment hours.

Access is something that you will always have to determine and most times negotiate with the customer. You will be surprised to learn how often the customer will want the troubled cleared by 5 p.m., but won't be home for the tester to call or to let the technician into the premises.

Basically, you're trying to find out:

- What time can the technician get into the business?
- Whom should the technician contact?
- At what number can the MA or Technician contact the customer?

**You can't give a firm commitment until you make sure access to the customer's location is possible.**

**MAKE SURE THAT YOU ALWAYS CONFIRM ACCESS. CONFIRMING ACCESS IS VERY SIMPLE, BUT ALSO VERY IMPORTANT.**

### 6.11.1 ACCESS HOURS

Access arrangements for business customers must match the commitment date you provide. If the customer limits the number of hours available for access on the commitment date, these hours must be indicated in the Access After and Before fields on the screen.

The "Access After" field must contain a time entry that is earlier than the time entered in the "Before" field. If this requirement is not met, the system will reject the input and display a message on how to correctly make the entry.

There are three situations which determine how you populate the Access After and Before input fields.

1. Access After and Before can be used together such as access available after 0800A and before 0500P.

Access After 0800A                      Before 0500P

2. Access After and Before can be used one at a time such as access available before 0500P leaving "A" blank.

Access After:                              Before 0500P

3. Access After and Before can be left blank if the customer accepts the out-of- service or affecting service commitment and there are no access restrictions,

Access After:                              Before:

⇒ **Note:** Remember that if TAFI determines that there is a high probability that access to the property is required, you must fill in both the "A" and "B" fields. *If the customer indicates that they will be home all day, enter "A" = 0800A and "B" = the commitment time.*

⇒ **Note:** Remember that you should always get an Access telephone number - even if the customer indicates that they will be home all day. In this case, you might say "... just in case you step out for a few minutes, is there another telephone number our technician can call to obtain access to your home? A neighbor or relative?" **For CLEC trouble reports, the BellSouth technician will be calling you to obtain access to your customer's location. Therefore, you should note the access number your customer gives you in your records in the event that the technician calls you.**

## 6.12 REPEAT REPORTS

You will receive calls from customers who will say, "I called and reported this trouble two weeks ago. The trouble was cleared, but now it's happening again", or "I've told you this several times, but my phones goes out every time it rains. Can't you people fix it?". These calls generate repeat reports if they have been reported before within the last thirty (30) days.

⇒ **Note:** Any report taken on a customer's line within 30 days of a previous report is considered a "Repeat Report" - even if the current trouble is not related to the previous trouble.

As with all trouble reports, you will begin the reporting process with the Main Menu. A repeat report is *identical* to an initial report except we know that this customer has experienced a problem in the past 30 days.

The **Trouble History Indication** is populated by the system with data from the customer's LMOS record.

## 6.13 FRONT END CLOSE OUT (FECO)

Being able to diagnose and resolve a customer's trouble condition while they are on the initial contact often times 'exceeds' the customer's expectations and thereby insures their satisfaction.

### 6.13.1 WHAT IS A FECO?

During the resolution process several possible scenarios require the customer's participation to affect a prompt fix to their problem. For example, the MLT test results may indicate that there might be a receiver off hook (ROH). This ROH test result is an indication that there may be some difficulty with the customer's hardware that's causing an off-hook condition (either a true ROH or some fault inside the set that's causing the line to be seized). Given that the customer is not at home when reporting the problem, we would suggest that the customer "check their equipment" when they get home.

Why would the customer agree to do this? Because it will most likely repair the problem quicker than if we sent a technician to find a phone off-hook. Also, with a proper explanation of how to repair the problem, most customers are willing to take a few minutes to fix the problem.

When we provide the customer with a recommendation on how to repair their problem (or maybe the problem is now testing OK and we ask the customer to verify that the original problem is now fixed), **we anticipate that when the customer follows our instructions, the problem will be fixed.** These reports are considered to be Front End Close Outs because we will close the report if the customer **does not call us back** indicating that our recommendation was incorrect.

All FECO reports are sent to LMOS and placed in the LMOS FECO hold queue. If the customer calls back indicating that the problem still exists, we generate a subsequent report on the one that's already in the LMOS queue. If the customer does not call back within 18 hours, we assume that the problem is fixed and LMOS automatically closes the report with the correct Cause and Disposition codes and proper narrative.

There are other situations where you will actually "fix" the problem and **the customer can verify the "fix" while on the contact.** For example, you provided instructions on how to use a feature. This "fixed" the customer's problem because he can now use the feature. You will actually CLOSE these reports at the conclusion of your customer contact.

⇒ **Note: See the difference?**

A report that is closed on the initial contact (because the customer confirms that the problem is now resolved) is referred to as just a **Close Out**.

When the customer agrees to participate in the repair process and will follow our recommendations, we call that a **FECO** (because we don't know for sure that the problem is fixed unless the customer calls back).

The system makes recommendations based upon the information it receives (e.g., trouble description code, all phones, MLT test results, etc.). In certain cases, TAFI prompts you for additional information in order to make a proper recommendation. Remember that TAFI only recommends a course of action and you have total control of the trouble report process.

### 6.13.2 TAFI RECOMMENDED FECO

Built into the TAFI system are many criteria that allows the system to analyze each Initial Trouble Report. If the trouble meets all the criteria, the system prompts your interaction with the

customer to close the trouble and solicit the customer's agreement. If the customer agrees, the system will perform the close out automatically.

When TAFI recommends that a report be closed, and the customer accepts the recommendation, you answer TAFI's prompt "Does customer agree to close out? Y/N" with a Y (for yes) and TAFI displays the Trouble Report screen. After making sure that all required fields are properly completed, press the Enter key and the system:

- Send the report to LMOS (just as it would if you did not close the report),
- The report has the Handle code FECOCPE (for suspected equipment problems) or FECOTOK (for Test OK MLT results)
- LMOS places the report in the FECO Hold File. The correct close out narrative is determined by the CPE or TOK indicator in the Handle code. The LMOS FECO hold file also captures who said that it's OK to close the report (remember the "OK/field"?).
- If the customer does not call back within 18 hours, LMOS automatically closes these FECO reports with the appropriate close-out information.
- TAFI returns to the Initial Trouble Entry window.

⇒ **Note:** Depending upon your company's methods and procedures, you may not enter every one of your customer's trouble reports via TAFI.

For example, you may provide instructions on how to use a feature independently of TAFI and therefore never enter the report to be 'excluded and closed'. On the other hand, if your company uses TAFI to process every customer call (as BST does), then the FECO process has significance. Check with your SME on the procedures to follow for your company

### 6.13.3 REMEMBER

In all cases, the customer must agree with your recommendation before you can FECO a report. **You must enter the name of the person who accepted your FECO recommendation in the**

**OK/ field on the Trouble Report screen, (i.e., OK/ MS JONES), before closing out the report.**

**The narrative line must be populated with an appropriate description of why the report is being closed (i.e., “cust will chk sets” )**

## SAMPLE TROUBLES

### 7.1 MEMORY SERVICES EXAMPLE

- (1) Your customer reports a problem with his Call Waiting service and you select Memory Services from the Main Menu.

02-25-00 Trouble Analysis Facilitation Interface BR7AFIYM BSI R2000.1 SIM		
TN 999 949 5038 00S N TDG   DIAL TONE   OUTGOING CALL   INCOMING CALL   TRANSMISSION   <b>MEMORY SERVICE</b>   MEMORYCALL   CALLING PLANS/BILLING (ANI)   LONG DISTANCE   PHYSICAL   DATA PROBLEMS   ENHANCED SERVICES   NEW FLOW 1   NEW FLOW 2	TOUCHSTAR   CALL FORWARDING   FLEXIBLE CALL FORWARDING   CALL WAITING   CALL WAITING DELUXE   INTERNET CALL WAITING   CALLER ID   VISUAL DIRECTOR   RINGMASTER   THREE WAY CALLING   SPEED CALLING   ANONYMOUS CALL REJECTION   CALL PARK   CALL RETRIEVE   CALL PICKUP   CALL HOLD   AUTOMATIC CALLBACK   DISTINCTIVE RING   PRIVACY DIRECTOR	1AES T TDG UBLE 999-555-4948
BOCRIS Data Available for 9999495038		00:38 11:01:21

Figure 36 – Memory Service Problem (MSP) - 1

From the sub-menu, select Call Waiting

⇒ **Note:** Remember that you can use the 'hot key' method of selecting sub-menu items as well.



02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038	OOS	1AES
TDG	TOUCHSTAR	T TDG
	CALL FORWARDING	UBLE
	FLEXIBLE CALL FORWARDING	999-555-4948
	CALL WAITING	
	CALL WAITING DELUXE	
	INTERNET CALL WAITING	
	CALLER ID	
	VISUAL DIRECTOR	
	RINGMASTER	
	THREE WAY CALLING	
	SPEED CALLING	
	ANONYMOUS CALL REJECTION	
	CALL PARK	
	CALL RET	
	CALL PIC	DOES NOT WORK AT ALL
	CALL HOL	GETS CUT OFF
	AUTOMATI	TONES NOT DISTINCTIVE
	DISTINCT	CANNOT ANSWER INCOMING CALL
	PRIVACY	CANCEL CALL WAITING
DIAL TONE		
OUTGOING CALL		
INCOMING CALL		
TRANSMISSION		
MEMORY SERVICE		
MEMORYCALL		
CALLING PLANS/BILLING (ANI)		
LONG DISTANCE		
PHYSICAL		
DATA PROBLEMS		
ENHANCED SERVICES		
NEW FLOW 1		
NEW FLOW 2		

BOCRIS Data Available for 9999495038 01:21 11:02:04

Figure 37 – MSP - 2

Notice that as soon as you selected 'Call Waiting -> Does not work at all' on the second sub-menu, TAFI went to the customer's CSR and verified that the customer is in fact paying for the feature. You can verify this by looking at the trouble status summary (in the base window area).

Take a minute and look at this trouble summary information. So far on this report, you told TAFI that the customer's Call Waiting doesn't work at all and then TAFI verified that: (1) there are no pending service orders for this line (i.e., just in case the feature (CW) was due to be added to the line and perhaps the order has not completed yet) and (2) the customer was paying for Call Waiting. At that point in time, TAFI initiated a CO translation verification via Predictor to confirm that Call Waiting was programmed on this customer's line.

⇒ **Note:** Look at the status line and notice that TAFI is telling you what it's doing. Also, just under the customer's Name and Address fields, TAFI tells you that it's "Waiting for Predictor". (Other status messages may overwrite the one captured on this screen but you'll know that TAFI is waiting for a predictor verification by seeing this message.)

**Remember** that TAFI will make a recommendation based upon the information you provide and the data that TAFI collects from downstream systems. If, for one reason or another, TAFI does not get good data from a downstream system, TAFI will try again (i.e., in the case of a MLT test and Predictor verifications, TAFI will re-try one time to get a good results.)

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM																					
TN 999 949 5038	OOS	IAES																			
TDG	<table border="1"> <tr><td>TOUCHSTAR</td></tr> <tr><td>CALL FORWARDING</td></tr> <tr><td>FLEXIBLE CALL FORWARDING</td></tr> <tr><td>CALL WAITING</td></tr> <tr><td>CALL WAITING DELUXE</td></tr> <tr><td>INTERNET CALL WAITING</td></tr> <tr><td>CALLER ID</td></tr> <tr><td>VISUAL DIRECTOR</td></tr> <tr><td>RINGMASTER</td></tr> <tr><td>THREE WAY CALLING</td></tr> <tr><td>SPEED CALLING</td></tr> <tr><td>ANONYMOUS CALL REJECTION</td></tr> <tr><td>CALL PARK</td></tr> <tr><td>CALL RET</td></tr> <tr><td>CALL PIC</td></tr> <tr><td>CALL HOL</td></tr> <tr><td>AUTOMATI</td></tr> <tr><td>DISTINCT</td></tr> <tr><td>PRIVACY</td></tr> </table>	TOUCHSTAR	CALL FORWARDING	FLEXIBLE CALL FORWARDING	CALL WAITING	CALL WAITING DELUXE	INTERNET CALL WAITING	CALLER ID	VISUAL DIRECTOR	RINGMASTER	THREE WAY CALLING	SPEED CALLING	ANONYMOUS CALL REJECTION	CALL PARK	CALL RET	CALL PIC	CALL HOL	AUTOMATI	DISTINCT	PRIVACY	T TDG UBLE 999-555-4948
TOUCHSTAR																					
CALL FORWARDING																					
FLEXIBLE CALL FORWARDING																					
CALL WAITING																					
CALL WAITING DELUXE																					
INTERNET CALL WAITING																					
CALLER ID																					
VISUAL DIRECTOR																					
RINGMASTER																					
THREE WAY CALLING																					
SPEED CALLING																					
ANONYMOUS CALL REJECTION																					
CALL PARK																					
CALL RET																					
CALL PIC																					
CALL HOL																					
AUTOMATI																					
DISTINCT																					
PRIVACY																					
MEM cw not wk No service order activity CRIS: Paying for Call Wtg	<table border="1"> <tr><td>DOES NOT WORK AT ALL</td></tr> <tr><td>GETS CUT OFF</td></tr> <tr><td>TONES NOT DISTINCTIVE</td></tr> <tr><td>CANNOT ANSWER INCOMING CALL</td></tr> <tr><td>CANCEL CALL WAITING</td></tr> </table>	DOES NOT WORK AT ALL	GETS CUT OFF	TONES NOT DISTINCTIVE	CANNOT ANSWER INCOMING CALL	CANCEL CALL WAITING															
DOES NOT WORK AT ALL																					
GETS CUT OFF																					
TONES NOT DISTINCTIVE																					
CANNOT ANSWER INCOMING CALL																					
CANCEL CALL WAITING																					
PRED Data Requested for 9999495038		01:51 11:02:34																			

Figure 38 – MSP -3

If TAFI does not get a valid response from a downstream system, the recommendation will route the report to the MA “screening pool” (often referred to as the Technical Support group) for manual intervention. The report is routed by the Handle code “TECH” or “MEMSERV”, depending upon which system failed to provide adequate data.

In addition to resolving the customer’s problem, or routing the report to the correct location, the MA will identify and correct the cause of the problem which prevented TAFI from obtaining the information.

In our example problem, TAFI could not verify the translations via Predictor. Therefore, TAFI did not have enough data to make the correct diagnosis and the report was routed to the MA screening pool via the MEMSERV handle code:

## INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN <u>999 949 5038</u>		REPEAT <u>N</u>	EC <u>999</u>	UNIT <u>47147200</u>
		LOC <u>TDG</u>		
NAME <u>DUNCAN, JACK M</u>	SUB <u>N</u>	SO <u>N</u>		
ADDRESS <u>867 RENEE DR , HAUGH</u>				
REACH# <u>          </u>	ACCESS# <u>          </u>	CALLED# <u>          </u>		
REMARKS <u>          </u>	OK/ <u>          </u>	REP BY <u>          </u>		
TRBL DESC <u>MEM ****</u>			NOTE <u>          </u>	
NARRATIVE <u>cu not wk-CRIS:Feature=Y-MEMSERV-PREDICTOR Verif</u>				
<u>y Unsuccessful-</u>				
MTR: <u>_ LINK:          </u>				
NEW COMM <u>02-26-00 0600P</u>	ACCESS: A <u>      </u>	B <u>      </u>	OS <u>07-29-95 0600P</u>	
CUS DT <u>          </u>	CAT <u>CD</u>	IRATE <u>N</u>	CC <u>N</u>	AS <u>07-29-95 0600P</u>
DT RECVD <u>          </u>	SUB: CLSALT <u>_</u>	NI <u>N</u>	BC <u>          </u>	
TEST RES <u>          </u>		HANDLE <u>MEMSERV</u> MISC <u>H11L</u>		
RECOMMEND <u>MEMSERV-PREDICTOR Verify Unsuccessful</u>				

SNECS ERROR: PRED Data Failed for 9999495038

BRTAFIYM

03:24 11:04:07

Figure 39 - MSP - 4

## 7.2 MEMORYCALL EXAMPLE

Let's walk through another example problem and see how TAFI leads the user to the correct solution.

Let's assume your customer tells you that he has a problem with his "call answering feature" and he can't delete his messages. You recognize that he's reporting a problem with his MemoryCall service and you make the appropriate Main Menu selection:

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH

TDG
|DIAL TONE
|OUTGOING CALL
|INCOMING CALL
|TRANSMISSION
|MEMORY SERVICE
|MEMORYCALL
|CALLING PLANS/BILLING (ANI)
|LONG DISTANCE
|PHYSICAL
|DATA PROBLEMS
|ENHANCED SERVICES
|NEW FLOW 1
|NEW FLOW 2

|WIRELINE
|WIRELESS
|WIRELINE A

|CALL WILL NOT GO MEMORYCALL
|NO STUTTER DIAL TONE
|STUTTER WITH NO MESSAGES
|TOO FEW/TOO MANY RINGS
|PASSWORD WON'T WORK
|FORGOT PASSWORD
|GETS GENERIC MESSAGE
|CANNOT RETRIEVE MESSAGES
|CANNOT DELETE MESSAGES
|SURROGATE MEMORYCALL DOESN'T WORK
|WON'T WORK WITH RINGMASTER
|MEMORYCALL PLUS PAGER DOESN'T WORK
|MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
|MESSAGE DELIVERY SERVICE
|BUSINESS FAX SERVICE
|BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 00:25 11:05:44

```

Figure 40 – MemoryCall Example (MC) – 1

After you select the 'Cannot Delete messages' option on the sub-menu, TAFI will prompt you to answer "Does MemoryCall accept password?"

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES  
 OOS N ADDRESS 867 RENEE DR , HAUGH

Rep: Advise customer MCAL passcode is needed to clear trouble. Advise customer once trouble is cleared it is strongly recommended the passcode be changed.

NOT GO MEMORYCALL  
 R DIAL TONE  
 WITH NO MESSAGES  
 TOO MANY RINGS  
 WON'T WORK

TRANSMISSION	WIRELESS	FORGOT PASSWORD
MEMORY SERVICE	WIRELINE A	GETS GENERIC MESSAGE
MEMORYCALL		CANNOT RETRIEVE MESSAGES
CALLING PLANS/BILLING (ANI)		CANNOT DELETE MESSAGES
LONG DISTANCE		SURROGATE MEMORYCALL DOESN'T WORK
PHYSICAL		WON'T WORK WITH RINGMASTER
DATA PROBLEMS		MEMORYCALL PLUS PAGER DOESN'T WORK
ENHANCED SERVICES		MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
NEW FLOW 1		MESSAGE DELIVERY SERVICE
NEW FLOW 2		BUSINESS FAX SERVICE
		BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 01:44 11:07:03

Figure 41 - MC - 2

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES  
 OOS N ADDRESS 867 RENEE DR , HAUGH

Did customer give the passcode?

NOT GO MEMORYCALL  
 R DIAL TONE

DIAL TONE	WIRELINE	STUTTER WITH NO MESSAGES
OUTGOING CALL	WIRELESS	TOO FEW/TOO MANY RINGS
INCOMING CALL	WIRELINE A	PASSWORD WON'T WORK
TRANSMISSION		FORGOT PASSWORD
MEMORY SERVICE		GETS GENERIC MESSAGE
MEMORYCALL		CANNOT RETRIEVE MESSAGES
CALLING PLANS/BILLING (ANI)		CANNOT DELETE MESSAGES
LONG DISTANCE		SURROGATE MEMORYCALL DOESN'T WORK
PHYSICAL		WON'T WORK WITH RINGMASTER
DATA PROBLEMS		MEMORYCALL PLUS PAGER DOESN'T WORK
ENHANCED SERVICES		MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
NEW FLOW 1		MESSAGE DELIVERY SERVICE
NEW FLOW 2		BUSINESS FAX SERVICE
		BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 02:16 11:07:35

Figure 42 - MC - 3

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES  
 OOS N ADDRESS 867 RENEE DR , HAUGH

Rep: Enter the passcode in the TRBL Narr.

NOT GO MEMORYCALL  
 R DIAL TONE  
 WITH NO MESSAGES  
 TOO FEW/TOO MANY RINGS  
 PASSWORD WON'T WORK  
 FORGOT PASSWORD  
 GETS GENERIC MESSAGE  
 CANNOT RETRIEVE MESSAGES  
 CANNOT DELETE MESSAGES  
 SURROGATE MEMORYCALL DOESN'T WORK  
 WON'T WORK WITH RINGMASTER  
 MEMORYCALL PLUS PAGER DOESN'T WORK  
 MEMORYCALL PLUS DOESN'T TRANSFER ON "0"  
 MESSAGE DELIVERY SERVICE  
 BUSINESS FAX SERVICE  
 BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 02:58 11:08:17

Figure 43 - MC -4

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES  
 OOS N ADDRESS 867 RENEE DR , HAUGH

Does Memory Call accept password?

MCAL cant del msg

NOT GO MEMORYCALL  
 R DIAL TONE  
 STUTTER WITH NO MESSAGES  
 TOO FEW/TOO MANY RINGS  
 PASSWORD WON'T WORK  
 FORGOT PASSWORD  
 GETS GENERIC MESSAGE  
 CANNOT RETRIEVE MESSAGES  
 CANNOT DELETE MESSAGES  
 SURROGATE MEMORYCALL DOESN'T WORK  
 WON'T WORK WITH RINGMASTER  
 MEMORYCALL PLUS PAGER DOESN'T WORK  
 MEMORYCALL PLUS DOESN'T TRANSFER ON "0"  
 MESSAGE DELIVERY SERVICE  
 BUSINESS FAX SERVICE  
 BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 03:33 11:08:52

Figure 44 - MC - 5

Think about this question and compare it with what the customer may have told you so far. If the customer tells you that he can access his system and hear the message, then you know that the MemoryCall system accepted the password (passcode) that he entered. Do you have to ask the

customer this question? ... NO, not if you KNOW the answer. On the other hand, if the customer said " ... *I cannot access my system to delete an old message*", then you don't know if his password worked or not. What do you do in this situation? ... You ask the customer!

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038	NAME DUNCAN, JACK M	1AES
OOS	ADDRESS 867 RENEE DR , HAUGH	
<div> <div>Is Memory Call stuck on 1st message?</div> <div> NOT GO MEMORYCALL R DIAL TONE </div> </div>		
MCAL cant del msg MemCall does accept pword	STUTTER WITH NO MESSAGES   TOO FEW/TOO MANY RINGS   PASSWORD WON'T WORK   FORGOT PASSWORD   GETS GENERIC MESSAGE   CANNOT RETRIEVE MESSAGES   CANNOT DELETE MESSAGES   SURROGATE MEMORYCALL DOESN'T WORK   WON'T WORK WITH RINGMASTER   MEMORYCALL PLUS PAGER DOESN'T WORK   MEMORYCALL PLUS DOESN'T TRANSFER ON "0"   MESSAGE DELIVERY SERVICE   BUSINESS FAX SERVICE   BUSINESS COMMUNITY MESSAGING SERVICE	
BOCRIS Data Available for 9999495038		04:33 11:09:52

Figure 45 – MC – 6

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038	NAME DUNCAN, JACK M	1AES
OOS	ADDRESS 867 RENEE DR , HAUGH	
<div> <div>Is the mailbox platform BTI?</div> <div> NOT GO MEMORYCALL R DIAL TONE </div> </div>		
MCAL cant del msg MemCall does accept pword MemCall stuck on 1st msg	STUTTER WITH NO MESSAGES   TOO FEW/TOO MANY RINGS   PASSWORD WON'T WORK   FORGOT PASSWORD   GETS GENERIC MESSAGE   CANNOT RETRIEVE MESSAGES   CANNOT DELETE MESSAGES   SURROGATE MEMORYCALL DOESN'T WORK   WON'T WORK WITH RINGMASTER   MEMORYCALL PLUS PAGER DOESN'T WORK   MEMORYCALL PLUS DOESN'T TRANSFER ON "0"   MESSAGE DELIVERY SERVICE   BUSINESS FAX SERVICE   BUSINESS COMMUNITY MESSAGING SERVICE	
BOCRIS Data Available for 9999495038		05:15 11:10:34

Figure 46 – MC – 7

In this case, your customer cannot get past the first message. He has tried to delete it but it's still there. So how do you answer TAFI's question? Entering "Y" causes TAFI to ask you which MemoryCall system does the customer have (BTI or Octel)? How do you know? Remember that in the customer information area, TAFI displays the MemoryCall access telephone number beginning with either a "B" for BTI or a "O" for Octel. In this case, the customer is served by a BTI system so you answer TAFI's question with a "Y". This causes TAFI to provide the correct 'fix' for this trouble:

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038	NAME DUNCAN, JACK M	1AES
OOS N	ADDRESS 867 RENEE DR , HAUGH	
<p>- Advise customer to dial 6 to get to end of message and 1 to erase message</p>		
MemCall does accept pword MemCall stuck on 1st msg BTI	<p>NOT GO MEMORYCALL R DIAL TONE ITH NO MESSAGES TOO FEW/TOO MANY RINGS PASSWORD WON'T WORK FORGOT PASSWORD GETS GENERIC MESSAGE CANNOT RETRIEVE MESSAGES <b>CANNOT DELETE MESSAGES</b> SURROGATE MEMORYCALL DOESN'T WORK WON'T WORK WITH RINGMASTER MEMORYCALL PLUS PAGER DOESN'T WORK MEMORYCALL PLUS DOESN'T TRANSFER ON "0" MESSAGE DELIVERY SERVICE BUSINESS FAX SERVICE BUSINESS COMMUNITY MESSAGING SERVICE</p>	
BOCRIS Data Available for 9999495038		05:53 11:11:12

Figure 47 – MC - 8

The MemoryCall system is just a computer and, like any other computer, it has a specific program to follow. In order to delete a message stored in the MemoryCall computer, you must be at the end of the message before you enter the "delete" code. The system will prompt you once you get to the end of the message as to what your options are. i.e., "...end of message. To erase this message press 7, to save it press 9".

If someone leaves you a message and then stops talking for a period of time before hanging up, the MemoryCall system will continue recording the "dead time". In our customer's case, he heard the message OK and then he was listening to the dead time (before the caller hung up). Thinking that he was at the end of the message, he pressed 1 and then hung up. The stutter dial tone remained on his line because the message wasn't deleted and the system still considers it to be an 'unread' message. He probably repeated his steps and then called in the trouble report.

MemoryCall has the ability to "skip to the end" of a message by entering the code "5" while listening to a message. You provide this "training" to your customer and explain "I'm sure that



if you access your mailbox and depress 5 after the message starts, the system will jump to the end of the message. You will then be able to delete it by dialing 1. Would you like to try it before we take any further action?"

You clear this TAFI Message Window (remember how?) and then the system responds with:

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038 OOS N NAME DUNCAN, JACK M ADDRESS 867 RENEE DR , HAUGH 1AES		
Does customer agree to closeout?		
MCAL cant del msg MemCall does accept pword MemCall stuck on 1st msg BTI	NOT GO MEMORYCALL R DIAL TONE STUTTER WITH NO MESSAGES TOO FEW/TOO MANY RINGS PASSWORD WON'T WORK FORGOT PASSWORD GETS GENERIC MESSAGE CANNOT RETRIEVE MESSAGES <b>CANNOT DELETE MESSAGES</b> SURROGATE MEMORYCALL DOESN'T WORK WON'T WORK WITH RINGMASTER MEMORYCALL PLUS PAGER DOESN'T WORK MEMORYCALL PLUS DOESN'T TRANSFER ON "0" MESSAGE DELIVERY SERVICE BUSINESS FAX SERVICE BUSINESS COMMUNITY MESSAGING SERVICE	
BOCRIS Data Available for 9999495038		06:28 11:11:47

Figure 48 – MC - 9

Your customer agreed to try your advice so you enter "Y" to the query above. TAFI then presents you with the "Close" Trouble Report screen for you to complete. Since you are closing this report (and not doing a FECO), all you have to enter is the name of the person who told you it is OK to close the report ... and, in this case, it's the same person who reported the problem.

## INITIAL TROUBLE REPORT - CLOSE

TN 999 949 5038		REPEAT N	EC 999	UNIT 47147200
		LOC IDG		
NAME DUNCAN, JACK M		SUB N	SO N	
ADDRESS 867 RENEE DR, HAUGH				
REACH#	ACCESS#	CALLED#		
REMARKS	OK/	REP BY		
TRBL DESC MCAL ****		NOTE		
NARRATIVE -cant del msg-				
MTR: LINK:				
NEW COMM 03-01-00 1100A	ACCESS: A	B	OS 07-29-95 0600P	
CUS DT	CAT CD	IRATE N	CC N	AS 07-29-95 0600P
DT RECVD	SUB: CLSALT	NI N	BC	
TEST RES	HANDLE	MISC C3		
RECOMMEND CX CCS Instructions				
BRTAFIYM				

Field must be input

01:34 11:35:50

Figure 49 - MC - 10

⇒ **Note:** In the screen above, the user attempted to send the report without entering the OK/ field. TAFI caught the error (see the status line message) and placed the cursor in the field that needs information.

## INITIAL TROUBLE REPORT - CLOSE

TN 999 949 5038		REPEAT N	EC 999	UNIT 47147200
		LOC IDG		
NAME DUNCAN, JACK M		SUB N	SO N	
ADDRESS 867 RENEE DR, HAUGH				
REACH# 8005551234	ACCESS#	CALLED#		
REMARKS CLEC#1234567890	OK/ Mr Duncan	REP BY Gene		
TRBL DESC MCAL ****		NOTE		
NARRATIVE -cant del msg- / Resolved with Cust				
MTR: LINK:				
NEW COMM 03-01-00 1100A	ACCESS: A	B	OS 07-29-95 0600P	
CUS DT	CAT CD	IRATE N	CC N	AS 07-29-95 0600P
DT RECVD	SUB: CLSALT	NI N	BC	
TEST RES	HANDLE	MISC C3,0		
RECOMMEND CX CCS Instructions				
BRTAFIYM				

03:50 11:38:06

Figure 50 - MC - 11